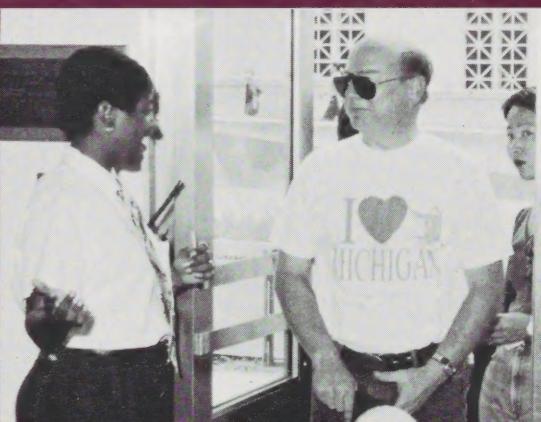
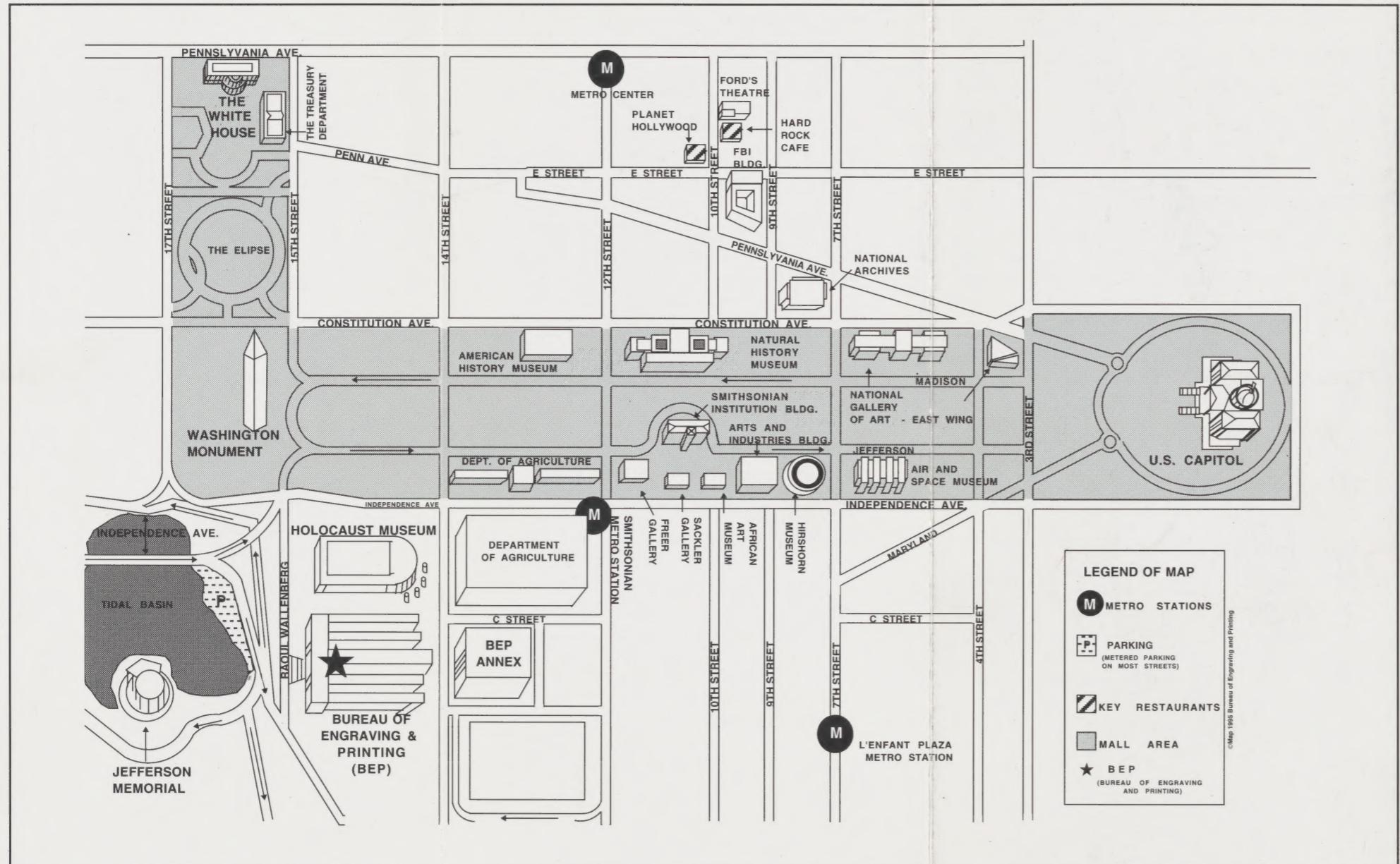


# BUREAU OF ENGRAVING AND PRINTING CUSTOMER SERVICE PLAN

## PUBLIC TOURS



REVISED JUNE 1995



*"Improving customer service is our top priority to make government work better."*

VICE PRESIDENT AL GORE

## OUR MISSION AT THE BEP

The Bureau of Engraving and Printing is the United States Government's manufacturer of securities. We are responsible for the design and manufacturing of U.S. currency, the majority of postage stamps, and many other security products.

The BEP was established on August 29, 1862 in the basement of the Main Treasury building. The BEP moved to its present site in 1914 and expanded across 14th street in 1936. In 1991 the BEP opened a production facility in Ft. Worth, Texas.

### TOUR HOURS:

**Peak Season - April 3rd. to Sept. 30th.**  
(9:00 a.m. until 2:00 p.m.) Tours begin every 10 minutes starting at 9:00 a.m. and concluding at 1:50 p.m. Ticket booth is located on Raoul Wallenberg Place (formerly 15th St.) and opens at 7:45 a.m. Tour tickets are free. Lines queue up on Raoul Wallenberg Pl.

**Evening Tours - June 1st. to Aug. 31st.**  
(4:00 p.m. until 7:30 p.m.) Tours are offered every 10 minutes. Ticket booth will reopen at 3:30 p.m. to disburse free tour tickets.  
Lines queue up on Raoul Wallenberg Pl.

**Non-Peak Season - Oct. 1 to March 31st.**  
No tickets necessary during this time frame for tours.  
Lines queue up on 14th Street.

### VISITOR'S BILL OF RIGHTS

#### We provide:

- Personalized service
- A guided tour
- A Visitor's Center with souvenirs and momentos.
- Upon request, group tours in any one of five foreign languages; French, German, Japanese, Spanish, and Hebrew.
- Upon request, accommodations for the hearing, sight, and physically impaired.
- Upon request, literature on U.S. Currency, U.S. Postage Stamps, near-by eateries, transportation, and places of interest.

### PUBLIC TOUR STANDARDS

#### You can expect:

Knowledgeable and courteous personnel. Additional personnel stationed throughout the tour to assist you and answer your questions.

A Public Tour Survey card to be provided for your questions and suggestions for improving the tour.

At least one tour guide will be assigned to each group.

That your group will be distinct and be given personalized attention.

Each group will have at the maximum no more than 100 people.

Your tour guide to be fluent in the language you requested.

To receive various informational brochures from the gallery and the Visitors Center.

The "Visitors Guide" to be available at the ticket booth, visitors entrance, and the Visitors Center.

Quality products from the Visitors Center.

### CUSTOMER CONTACT

Complaints about services should be directed to the BEP's Office of Communications (Tour Operations) at (202) 874-2330.

Suggestions for improving these Customer Services and Standards may be directed to a Customer Relations Specialist at (202) 874-2343.